EXHIBIT A

FILED Santa Clara County 3:57pm 1/19/12 David H. Yamasaki JAURIGUE LAW GROUP Chief Executiva Officer MICHAEL J. JAURIGUE (SBN 208123) By: msorum DTSEIV008108 2092 Concourse Rd. Ste. 25 R#201200120311 San Jose, CA 95131 435.00 Michael@jauriguelaw.com \$1,435.00 TL Phone: (408) 321-8511 Case: 1-12-CV-236349 Fax: (408) 321-8556 michael@jauriguelaw.com 6 Attorneys for Plaintiffs 8 SUPERIOR COURT OF THE STATE OF CALIFORNIA 9 COUNTY OF SANTA CLARA 10 112CV236349 11 HUONG HO and KEVIN NGUYEN. Case No: individually and on behalf of all others 12 similarly situated. CLASS-ACTION COMPLAINT 13 Plaintiffs, 1. Failure to Pay Overtime (Labor Code 14 §§510, 1194, and 1194.2); 2. Failure to Provide Adequate Rest 15 Periods(Labor Code § 226.7 and Wage Order 4); 16 3. Failure to Provide Adequate Meal v. Periods (Labor Code §§ 226.7 and 17 512 and Wage Order 4); 4. Failure to Keep Accurate Payroll PHP GROUP, INCORPORATED, a 18 Records (Labor Code § 1174) California corporation; PHP INSURANCE 5. Failure to Provide Accurate Wage 19 SERVICE, INCORPORATED, a California Statements (Labor Code § 226) corporation; TRUNG TRAN, an individual; 6. Continuing Wages Liability (Labor 20 and DOES 1-15. Code § 203) 7. Failure to Compensate for Vested 21 Defendants. Vacation Hours (Labor Code §227.3) 8. Violation of Business & 22 Professions Code § 17200 et seq. 23 **Demand for Jury Trial** 24 25 26 27

CLASS ACTION COMPLAINT FOR WAGE & HOUR VIOLATIONS AND OTHER CLAIMS

Introduction

This class action is brought by Plaintiffs HUONG HO (hereinafter "Ho") and KEVIN NGUYEN (hereinafter "Nguyen") (collectively "Plaintiffs"), individually and on behalf of all similarly situated present and former employees of DEFENDANTS PHP Group, Inc. (hereinafter "PHP Group"), PHP Insurance Service, Inc. (hereinafter "PHP Insurance"), and Trung Tran (hereinafter "Defendant Tran") (collectively "Defendants").

Pursuant to section 382 of the California Code of Civil Procedure, this Complaint seeks relief for claims brought as a class action on behalf of Plaintiffs and Class Members who were former and current employees of Defendants. Ho and Truong bring this action to enforce California's labor laws and halt the unlawful business practices of PHP Group, PHP Insurance, and Defendant Tran against their employees and the general public.

Since the inception of PHP Group and PHP Insurance, Defendants have knowingly and willfully disregarded California's labor laws for higher profits. Defendants run PHP Group and PHP Insurance as a taskmaster over immigrant and Vietnamese workers, consisting of Plaintiffs and the class of employees they seek to represent. Defendants' business practices include misclassifying non-exempt employees as exempt and requiring them to work excessive hours without being paid overtime. Defendants' unlawful policies and practices have led to unpaid overtime, depriving Plaintiffs and Class Members of legally mandated meal and rest periods. Defendants have willfully disregarded protections under California labor laws. Defendants' unlawful business practices must cease and Plaintiffs must be compensated for these violations.

JURISDICTION

1. This Court has general jurisdiction over Defendants because, at all relevant times, Defendants have had systematic and continuous contacts within the State of California.

Defendants own and operate PHP Group and PHP Insurance, which are California corporations registered to do business within the California Secretary of State. PHP Group, PHP Insurance, and Defendant Tran are authorized to conduct business in the State of California and do conduct business in the State of California. Defendants operate exclusively out of their San Jose office in Santa Clara County and service many residents in San Jose. Furthermore, this Court has personal jurisdiction over Defendants because the claims in this action arise out of Defendants' specific contacts with the State of California due to Defendants' failure to abide by California's labor laws.

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2. Venue is proper in the County of Santa Clara in accordance with Code of Civil Procedure § 395(a) because Defendants have and, at all relevant times, maintained offices in the County of Santa Clara and committed violations and wrongful conduct in this county.

<u>PARTIES</u>

- 3. This class action is brought pursuant to California Code of Civil Procedure section 382 on behalf of the named Plaintiffs as individuals and on behalf of all current and former employees against Defendants PHP Insurance Service, Inc., PHP Group, Inc., and Trung Tran to recover, among other things, unpaid overtime compensation, illegal deduction policy wages and other illegal deductions, meal and rest wages, damages, continuing wages, interest, attorney's fees, penalties, costs and expenses.
- 4. At all relevant times to this action, Plaintiffs are informed and believe, and thereon allege that PHP Group and PHP Insurance operate an insurance brokerage office, selling insurance products under casualty, property, accident and health, commercial and life policies. PHP Insurance and PHP Group are California corporations, organized and existing under and by virtue of the laws of the State of California, and are actively licensed by the California Department of Insurance under license number 0D04026.
- 5. At all relevant times to this action, Plaintiff Ho was a resident of the County of Santa Clara, State of California. Plaintiff Ho was employed as an Insurance Agent and/or Broker by Defendants from on or about January 4, 2010, to on or about October 28, 2011. Plaintiff Ho's duties included, but were not limited to, creating insurance quotes for clients, analyzing clients' needs, selling property and health insurance policies, processing paperwork, and servicing client calls.
- 6. At all relevant times to this action, Plaintiff Nguyen was a resident of the County of Santa Clara, State of California. Plaintiff Nguyen was employed as an Insurance Agent by Defendants from on or about October 11, 2011 until his resignation, on or about April 20, 2012. Plaintiff Nguyen's duties included, but were not limited to, creating insurance quotes for clients, analyzing clients' needs, selling property and health insurance policies, and servicing client calls.

- 7. At all relevant times to this action, Plaintiffs are informed and believe, and thereon allege, that Defendant Tran is and at all relevant times, has been the President and CEO of PHP Insurance and PHP Group, which is headquartered at 1818 Tully Road, Suite 162A, San Jose, California 95122. Defendant Tran is licensed under the California Department of Insurance number 0C06077.
- 8. At all relevant times to this action, Plaintiffs are informed and believe, and thereon allege, that Defendant Tran and DOES 1-15, are, and at all relevant times were, officers, directors, and shareholders of PHP Group and PHP Insurance, have acted on behalf of PHP Insurance and/or PHP Group, which included business operations decisions related to the establishment of illegal employment policies and payroll practices and have managed, operated, and supervised the employees of PHP Group and PHP Insurance.
- 9. The true names and capacities, whether individuals, corporate, associate or otherwise, of DOES 1-15 inclusive, are unknown to Plaintiffs and therefore sue the DOE defendants by fictitious names. Plaintiffs will amend the complaint to show their true names and capacities when they have been ascertained.

FACTUAL BACKGROUND

- and conducted PHP Group, Inc. and PHP Insurance Service, Inc., an insurance brokerage business within the City of San Jose in the County of Santa Clara. The company acts as an "independent agent" by providing coverage from approximately thirty (30) to forty (40) different insurance policy carriers in the area of property, life, accident and health, and casualty insurance.
- 11. At all relevant times to this action, Plaintiffs are informed and believe, and thereon allege that Defendants are joint employers by virtue of joint enterprise. Plaintiffs and all other similarly situated current and former employees perform, and have performed, services for each and every Defendant, to the mutual benefits of Defendants, and all Defendants share(d) control of Plaintiffs and Class Members as employees, either directly or indirectly, and the manner in which the Defendants' business is conducted.

- 12. At all relevant times to this action, Plaintiffs are informed and believe, and thereon allege that there exists such a unity of interest and ownership among PHP Group, PHP Insurance, and Defendant Tran that the individuality and separateness of Defendants have ceased to exist. The business affairs of PHP Group, PHP Insurance, and Defendant Tran are so mixed and intermingled that the same cannot reasonably be segregated. Therefore, the corporate existence of PHP Group and PHP Insurance should be disregarded in the interest of justice as PHP Group and PHP Insurance are, and were, the shells or conduits for the personal and business affairs, and the alter egos of Defendant.
- 13. At all relevant times to this action, Plaintiffs are informed and believe, and thereon allege that all Defendants were the agents, employees, servants, masters, or the employers of the remaining Defendants, and in doing the things herein alleged, were acting within the scope of such agency or employment, with the approval and ramification or each of the other Defendants.
- 14. At all relevant times alleged herein, Defendants conduct their business primarily in Vietnamese-speaking communities of Santa Clara County and surrounding cities, including San Jose. Accordingly, Plaintiffs and the Class Members are predominantly Vietnamese-speaking individuals. Some of the employees are recent immigrants from Vietnam or are new graduates who are unsophisticated in employment and labor rights. Defendants routinely entered into oral employment contracts with Plaintiffs and Class Members. Plaintiffs and Class Members did not receive employment handbooks at the time of hiring or otherwise that contained the internal policies of PHP Insurance. Defendants purposefully hire recent immigrant workers to improperly take advantage of their lack of knowledge regarding labor and employment rights.
- 15. At all relevant times alleged herein, Plaintiffs were employed by Defendants under oral and/or implied employment agreements. Defendants classified Plaintiffs as exempt employees serving as insurance agents/brokers. In Plaintiffs' capacities as insurance agents, their primary duties involved generating quotes for clients, selling insurance policies and servicing client calls. Plaintiffs' daily duties were driven mainly by customer sales and servicing clients. Plaintiff's typical duties included assisting with client intakes for walk-in and telephone clients.

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Plaintiffs discussed the client's insurance needs, explained the insurance products, and sold the insurance product that the clients selected. Plaintiffs Ho and Nguyen did not have, and Defendants did not assign, any responsibilities related to or in support of the business operations or management policies of Defendants' company.

- 16. At all relevant times alleged herein, Plaintiffs were considered by PHP as "independent insurance agents." While the majority of Plaintiffs' work is related to the sales of insurance policies, Plaintiffs and the Class Members did not earn or receive any commission for their sales.
- 17. At all relevant times alleged herein, Defendants required that Plaintiffs and all Class Members maintain a strict work schedule which began at 9:00 a.m. and ended at 7:00 p.m. each day, Monday through Friday, and from 9:00 a.m. to 5:00 p.m. on Saturdays. Plaintiffs and all Class Members were required to work during those hours.
- 18. At all relevant times alleged herein, Defendants have failed to maintain any time records with respect to the times Plaintiffs and Class Members began their work shift, ended their work shift, and the times Plaintiffs and Class Members took their statutorily required breaks. There was no method of time recording for Plaintiffs and Class Members to clock in or clock out. Rather, Defendants maintained a video-recording system that Defendants would review as Plaintiffs and Class Members arrived at work and/or Defendants would personally monitor when Plaintiffs and Class Members would begin and end their workday. If an employee was late, Defendants would later illegally deduct the amount of time that the employee was late from the employee's paycheck. However, Plaintiffs and Class Members were not compensated for all hours actually worked.
- 19. At all relevant times alleged herein, Defendants had no written policy regarding meal and rest breaks. However, Defendants and management had an oral policy discouraging Plaintiffs and Class Members from taking meal breaks. This was because Defendants insufficiently staffed the office. Even if Plaintiffs and Class Members were permitted to take a meal break, they were not relieved of all work duties. Defendants required that Plaintiffs and

Class Members were pressured into staying to service clients even during meal breaks.

Defendants did not provide a policy to relieve employees from their duties during their meal breaks. Employees who were not available to assist customers were later berated by management for neglecting their duties.

Class Members provide sales and customer service at all times to clients, therefore Plaintiffs and

- 20. At all relevant times alleged herein, Defendants also maintained an oral policy preventing any rest breaks altogether. Accordingly, Plaintiffs and Class Members were strictly prevented from taking statutorily required rest breaks throughout the entire workday.
- 21. At all relevant times alleged herein, Defendants distributed wage statements to Plaintiffs and Class Members on a bi-weekly basis. The paystubs, however, do not list the actual number of hours worked. Rather, the wage statements are capped at 40 hours regardless of the numbers of hours Plaintiffs and Class Members actually worked during the week. In addition, the wage statements failed to list the accurate gross wages earned, the accurate total hours worked by the employee, all deductions, the accurate net wages earned, and the applicable hourly rates in effect during the pay period and the corresponding number of hours worked, at each hourly rate by the employee. Cal. Lab. Code § 226(a). In addition, the wage statements did not include the employee's earned paid time off, earned sick leave, and earned vacation days.
- 22. At all relevant times alleged herein, Defendants maintained an oral policy to provide vacation and sick time to employees. Plaintiffs and Class Members did/do not have a collective bargaining agreement that waived employees' rights to their vested vacation hours. Defendants failed to pay employees their remaining vested vacation hours as wages upon the employees' termination or resignation.
- 23. At all relevant times alleged herein, Defendants failed to pay Plaintiffs and Class Members any overtime wages as all employees were misclassified as exempt employees. Plaintiffs and Class Members, however, did not perform any exempt duties and were not actually paid a salary since any time taken off by Plaintiffs and Class Members would later be deducted from their paychecks.

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24. At all relevant times alleged herein, Plaintiffs and Class Members did and doe not provide any input, consultations, or recommendations to Defendant regarding the business development and internal operations of PHP. Plaintiffs did not and do not: (i) have the ability to negotiate, represent, or contract on behalf of PHP in any business matters; (ii) supervise or manage any other employees at PHP; (iii) receive any type of management-related training; (iv) participate in any marketing related activities for the PHP; (v) provide any input into the business development, operations, or internal policies of PHP; (vi) have the ability to build their professional development or business by attending industry functions or marketing events.

- 25. At all relevant times alleged herein, Plaintiffs and the Class Members are and were under strict and constant supervision by Defendant Tran. Each insurance policy sold by Plaintiffs or the Class Members was required to be verified and signed off by Defendant Tran. Defendant Tran is the only person that negotiates, contracts commission rates, and maintains a working relationship with the independent insurance carriers. Plaintiffs and Class Members are discouraged from conversations with one another if the conversation is not directly related to work. In addition to controlling the Plaintiffs and the Class Members' schedules, work, and communication, Defendants also required that some employees change their Vietnamese names to American names that were selected by Defendant Tran.
- 26. This Complaint asserts claims against Defendants for violations of California Labor Code sections 226, 226.7, 227.3, 510, 512; violations of the relevant Wage Order 4-2001 of the Industrial Welfare Commission; and violations of section 17200 *et seq*. of the California Business and Professions Code.
- 27. Plaintiffs contend that they and the Class Members were misclassified as exempt employees and the failure of Defendants to pay minimum wage and overtime as provided by the California Labor Code section 510 and the applicable Wage Order entitles each Plaintiff and Class Member to payment of such earned but unpaid overtime wages.
- 28. Plaintiffs contend that the failure of Defendants to provide proper rest periods and/or meal breaks as required by the California Labor Code sections 226.7 and 512 and the

applicable Wage Order entitles each Class Member to payment of an additional hour of pay for each work day that the proper meal and rest period was not provided.

- 29. Plaintiffs contend that the failure of Defendants to provide properly itemized wage statements as required by California Labor Code section 226 entitles each Class Member to damages of at least fifty dollars (\$50) for the initial pay period and one hundred dollars (\$100) for each subsequent pay period not to exceed four thousand dollars (\$4000).
- 30. Plaintiffs contend that the failure of Defendants to provide vested vacation benefits as wages upon termination at the final rate of pay as required by California Labor Code section 227.3 entitles each Class Member to damages as available by law.
- 31. Plaintiffs also contend that Defendants' willful failure to pay them all of their earned wages upon discharge or quitting under California Labor Code section 201 entitles them and each Class Member who was discharged or quit to "continuing wages" under California Labor Code section 203.

CLASS-ACTION ALLEGATIONS

- 32. Plaintiffs bring this action on behalf of themselves and all others similarly situated as a class action pursuant to section 382 of the California Code of Civil Procedure. The action may be properly maintained as a class action because there is a well-defined community of interest and the proposed Class is easily ascertainable.
- 33. The class represented by Plaintiffs (hereafter referred to as the "Class") consists of all individuals who—at any time during the four years preceding the filing of the original Complaint through the date of the filing of the motion for class certification— are current or former employees of Defendants at PHP Insurance Service, Inc. in San Jose, California (such persons herein referred to as "Class Members" and such period referred to herein as "Class Period").
- 34. Plaintiffs reserve the right under California Rules of Court 3.765(b) to amend or modify the class description with greater specificity or further division into subclasses or limitation to particular issues.

A. Numerosity

35. Joinder of the class would be impracticable due to sizeable number of members and the Class Members' lack of resources to initiate individual claims. Plaintiffs estimate that the size of the Class consists of at least forty persons, but do not exceed one hundred persons. Given the small amount of recovery and the lack of resources to pursue individual claims, it is impractical to join each Class Member as a named plaintiff. Plaintiffs and the Class Members are informed and believe that the employment records of PHP Insurance Service, Inc. will provide information as to the number and location of all Class Members.

B. Community of Interest; Common Questions of Law & Fact

- 36. There are questions of law and fact that are common to the members of the Class that predominate over any questions affecting only individual Class Members. These common questions include, without limitation:
 - a. Whether Plaintiffs and Class Members were improperly classified as exempt employees.
 - b. Whether Defendants failed to provide Class Members required meal periods.
 - c. Whether Defendants failed to provide Class Members required rest periods.
 - d. Whether Defendants failed to provide Class Members with wage statements that complied with section 226(a).
 - e. Whether Defendants failed to provide Class Members with all of their overtime wages.
 - f. Whether Defendants failed to provide Class Members with all of their vested vacation benefits upon discharge or quitting.
 - g. Whether Defendants failed to provide Class Members with all of their earned wages upon discharge or quitting.
 - h. Whether Defendants violated section 17200 et seq. of the Business and Professions Code by engaging in the action and/or conduct described in the subparagraphs above.

 Whether the actions and/or conduct of Defendants violated by Section 17200 et seq. of the Business and Professions Code constituted violations of fundamental public policy.

C. Typicality of Claims

37. The claims of the named Plaintiffs are typical of the claims of the members of the Class. Plaintiffs and Class Members have been employed in substantially similar positions as "insurance brokers and agents"; they have the same types of duties and responsibilities; they must follow the mandatory schedule, attendance and restrictive internal office policies required by Defendants. Plaintiffs and Class Members have sustained similar injuries and damages arising out of the common course of conduct of Defendants.

D. Adequacy of Representation

38. The named Plaintiffs will fairly and adequately represent and protect the interests of the members of the Plaintiff Class. Plaintiffs do not have any conflicts with the other Class Members and plan on pursuing the litigation vigorously. Plaintiffs have the same common interests as those of the Members of the Class and have retained well-qualified attorneys to represent them and the Class. Plaintiffs have been involved in the litigation and understand the fiduciary duties that they hold to all the Class Members. Plaintiffs will continue to participate and be available for the duration of the litigation. Each of the counsel for Plaintiffs is competent and experienced in litigating large employment class actions and will devote adequate staff and resources to represent the interests of the Class.

E. Superiority of Class Action

39. A class action is superior to other available methods for the fair and efficient adjudication of this controversy. Individual joinder of all Class Members is impracticable because of the smaller recovery amounts in addition to the lack of resources available for the individual Class Members to pursue separate actions. The judicial system would be burden with multiple trials of the same issues and the potential for inconsistent or contradictory judgments would increase. The common questions of law and fact predominate in this action as the Plaintiffs and the Class

Members have sustained similar and damages from the same internal policies that Defendants have mandated for all of its employees. A class action would conserve the resources of the parties and the court while protecting the rights of the members of the class.

- 40. Defendants' conduct as described above is unlawful, continuing, capable of repetition, and it will continue unless restrained and enjoined by the Court. It would be a matter of public interest to obtain definitive answers to the legality of Defendants' actions in this case.
- Professions Code section 17200 *et seq.*, Plaintiff asserts a claim on behalf of the general public.

 Plaintiff seek to enjoin Defendants from engaging in the unfair, unlawful, and/or deceptive business practices alleged in this Complaint, as well as to require Defendants to pay restitution of all monies wrongfully obtained by it through its unfair, unlawful, and/or deceptive business practices. A representative action is necessary and appropriate because Defendants have engaged in the wrongful acts described herein as a general business practice.

 Therefore, utilization of a class action is the most economically feasible means of determining the merits of this litigation.

FIRST CAUSE OF ACTION

FAILURE TO PAY OVERTIME WAGES

(LABOR CODE §§ 510, 1194, and 1194.2)

- 42. The preceding paragraphs of this Complaint are re-alleged and incorporated herein by reference.
- 43. In one or more workweeks during the relevant statute of limitations period,
 Defendants failed to pay Plaintiffs for all time worked. Defendants did not pay Plaintiffs time
 and a half of their regular rate of pay for hours worked in excess of eight (8) hours in one work
 day, or in excess of forty (40) hours during one work week; or double Plaintiffs' regular rate of
 pay for hours worked in excess of twelve (12) hours in any one work day as required by California
 Labor Code section 510 and the applicable Wage Order.
 - 44. Section 204 of the California Labor Code requires employers to pay employees

"all wages...earned by any person in any employment are due and payable twice each calendar month, on days designated in advance by the employer as regular paydays." Cal. Lab. Code § 204.

- 45. Defendants did not pay Plaintiffs and Class Members for all hours worked and only compensated Plaintiffs at a fixed rate in a workweek notwithstanding the fact that Plaintiffs and Class Members worked in excess of forty hours. Plaintiffs and Class Members were/are scheduled to work as follows: from 9:00 a.m. to 7:00 p.m., Mondays through Fridays, and from 9:00 a.m. to 5:00 p.m. Saturdays. However, Plaintiffs and Class Members actually worked in excess of the scheduled hours and were never compensated for that time. This is a direct violation of California Labor Code section 510 and the applicable Wage Order.
- 46. Plaintiffs have been continuously damaged by Defendants' intentional and persistent failure to compensate Plaintiffs for overtime wages as mandated by Labor Code section 510. Defendants' failure to comply with the Labor Code section 510 was intentional and willful. Defendants knew, or should have known, that the reckless, willful and/or intentional failure to properly pay wages owed to the Plaintiffs was unlawful.
- 47. Pursuant to California Labor Code sections 1194 and 1194.2, Plaintiffs and Class Members are entitled to recover from Defendants the unpaid balance of the full amount of their unpaid overtime compensation, including interest thereon, reasonable attorneys' fees, costs of suit, and liquidated damages.

SECOND CAUSE OF ACTION

FAILURE TO PROVIDE ADEQUATE REST PERIODS AND/OR PROPER COMPENSATION IN LIEU THEREOF (LABOR CODE § 226.7 AND WAGE ORDER 4)

48. The preceding paragraphs of this Complaint are re-alleged and incorporated by reference. California Labor Code section 226.7 and the applicable Wage Order provide that employees must be authorized and permitted to take rest periods at a rate of ten (10) minutes per

four (4) hours of work, or major fraction thereof, during which time the employee should be relieved of all work duties. Cal. Lab. Code § 226.7.

- 49. Defendants failed to provide or advise Plaintiffs and Class Members of their right to take proper rest periods mandated by California law. Plaintiffs and Class Members, therefore, did not take any morning and/or afternoon rest breaks. Defendants subsequently also failed to compensate Plaintiffs and Class Members with an additional hour of pay for each workday a rest period was not provided for Defendants' noncompliance.
- 50. Pursuant to Labor Code section 226.7 and the applicable Wage Order, Plaintiffs and Class Members are entitled to damages in the amount of one (1) hour of wages at their regular rates of pay for each work day a proper rest period was not provided.

THIRD CAUSE OF ACTION

FAILURE TO PROVIDE ADEQUATE MEAL PERIODS AND/OR PROPER COMPENSATION IN LIEU THEREOF

(LABOR CODE §§ 226.7 AND 512 AND WAGE ORDER 4)

- 51. The preceding paragraphs of this Complaint are re-alleged and incorporated by reference.
- 52. California Labor Code section 512 and the applicable Wage Order require that Employees must be provided with full, uninterrupted off-duty meal periods of no less than thirty (30) minutes within the first five (5) hours in the work day. Section 226.7 and applicable Wage Order also require that employees must be provided with a second meal period of no less than thirty (30) minutes before working more than ten (10) hours in a work day.
- 53. At all relevant times, Labor Code section 226.7 provide that if an employer fails to provide a meal period in compliance with the Code, the employer shall pay the employee one (1) hour of pay at the employee's regular rate of compensation for each workday that the full and uninterrupted meal period is not provided.
 - 54. Defendants have repeatedly and purposely failed to provide Plaintiffs and Class

Members with their required meal periods. If they were taken, Plaintiffs and Class Members were not relieved from all duties. Defendants have continuously deducted an hour of pay for the first meal period from Plaintiffs' and Class Members' wages regardless of whether Plaintiffs and Class Members actually took a proper meal break. Plaintiffs and Class Members often worked ten hours or more without being provided with a second meal period as mandated by California law.

- 55. Plaintiffs were entitled to proper meal periods for the hours they worked.

 Plaintiffs did not voluntarily and knowingly waive their right to take meal periods through mutual written consent with Defendants and thus meal periods should have been allocated as regulated by California law.
- 56. Because Defendants have failed to provide Plaintiffs with meal breaks that meet the above requirements, Defendants are liable to Plaintiffs and Class Members for one hour of additional pay at the regular rate of compensation for each workday that the full and uninterrupted meal periods were not provided pursuant to Labor Code section 226.7(b).
- 57. Defendants have not timely and properly compensated Plaintiffs for the missed meal periods as regulated by law. By failing to provide compensation for the missed, denied, or improperly provided meal periods, as alleged above, Defendants has knowingly, willfully, and deliberately violated and continue to violate Labor Code section 226.7.
- 58. Accordingly, Plaintiffs respectfully request that the Court award judgment and relief in their favor as described herein.

FOURTH CAUSE OF ACTION

FAILURE TO KEEP ACCURATE PAYROLL RECORDS (LABOR CODE §§ 1174 AND 1174.5)

- 59. The preceding paragraphs of this Complaint are re-alleged and incorporated by reference.
- 60. California Labor Code section 1174(d) states that "[e]very person employing labor in this state shall . . . (d) keep, at a central location in the state or at the plants or establishments at which employees are employed, payroll records showing the hours worked daily by and the wages

paid to, and the number of piece-rate units earned by and any applicable piece rate paid to, employees employed at the respective plants or establishments. These records shall be kept in accordance with rules established for this purpose by the commission, but in any case shall be kept on file for not less than two years." Cal. Lab. Code § 1174(d).

- 61. IWC Wage Order 4-2001, sections7(A) and (D) and 8 Cal. Code Reg. section 11040 provide that, for at least three years, every employer shall keep accurate information with respect to each employee including the following:
 - (3) Time records showing when the employee begins and ends each work period. Meal periods, split shift intervals and total daily hours worked shall also be recorded. Meal breaks during which operations cease and authorized rest periods need not be recorded.
 - (4) Total wages paid each payroll period, including value of board, lodging, or other compensation actually furnished to the employee.
 - (5) Total hours worked in the payroll period and applicable rates of pay. This information shall be made readily available to the employee upon reasonable request.
- 62. Defendants knowingly and intentionally failed to keep accurate payroll records for Plaintiffs and Class Members as required by California Labor Code section 1174 (d) and Title 8 California Code of Regulations section 11040. Defendants have failed to keep records of hours worked by Plaintiffs and Class Members.
- 63. As a result of Defendants' unlawful acts, Defendants are subject to civil penalties and attorneys' fees and costs, pursuant to Labor Code section1174.5 and Title 8 California Code of Regulations section 11040.
- 64. Accordingly, Plaintiffs respectfully request that the Court award judgment and relief in their favor as described herein.

FIFTH CAUSE OF ACTION

FAILURE TO PROVIDE ACCURATE WAGE STATEMENTS

(LABOR CODE § 226)

California Code of Regulations section 11040 required that employers provide employees with

itemized wage statements showing, among other things, (1) the name of the legal entity that is

the employer, (2) wages earned on account of meal and rest penalties, (3) the total hours worked

by the employee, (4) the number of piece-rate units earned and any applicable piece rate, (5) the

inclusive dates of the period for which the employee is paid, and (6) all applicable hourly rates in

effect during the pay period and the corresponding number of hours worked at each hourly rate by

the employee. Moreover, California Labor Code section 226(e) provided that, if an employer

information, then the employee is entitled to recover the greater of all actual damages or \$50 for

Defendants have knowingly and intentionally failed to furnish Plaintiffs and Class

knowingly and intentionally fails to provide a statement with all of the above-referenced

the initial violation and \$100 for each subsequent violation, up to a maximum of \$4,000.

Members with timely, itemized statements showing, among other things, (1) the total hours

worked by the employee, (2) all applicable hourly rates in effect during the pay period and the

corresponding number of hours worked at each hourly rate by the employee, (3) the accurate gross

wages earned, (4) the accurate net wages earned, and (5) all deductions. All of the foregoing was

they were subjected to confusion and deprived of information to which they were legally entitled.

As a result, Defendants are liable to Plaintiffs and Class Members for the amounts provided

SIXTH CAUSE OF ACTION

CONTINUING WAGES LIABILITY

intentional misconduct of Defendants that injured Plaintiffs and all other employees insofar as

At all times herein relevant, section 226 of the California Labor Code and 8

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65. The preceding paragraphs of this Complaint are re-alleged and incorporated by reference.

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(LABOR CODE § 203)

by California Labor Code section 226(e), and attorneys' fees and costs.

68. The preceding paragraphs of this Complaint are re-alleged and incorporated

by reference.

- 69. At all times herein relevant, California Labor Code sections 201 and 202 provided that employees must receive wages earned and unpaid promptly upon termination or resignation.
- 70. Defendants have failed and refused, and continue to fail and refuse, to pay Plaintiffs and Class Members who have quit or were discharged the amounts that are owed. Defendants' failure to pay Plaintiffs and each Class Member who has quit his or her employment with Defendants or whose employment has been terminated by Defendants violates California Labor Code sections 201 and 202, which therefore subjects Defendants to continuing-wages liability pursuant to section 203 of the California Labor Code for the period of time from four years prior to the filing of the Complaint to date.
- 71. Because Defendants have willfully failed to pay wages earned and unpaid promptly upon termination or resignation, Defendants are liable for continuing wages to Plaintiffs and each discharged or quitting Class Member under California Labor Code section 203 for a period of up to thirty days according to proof.

SEVENTH CAUSE OF ACTION

FAILURE TO COMPENSATE FOR VESTED VACATION WAGES (LABOR CODE § 227.3)

- 72. The preceding paragraphs of this Complaint are re-alleged and incorporated by reference.
- 73. At all times herein relevant, California Labor Code section 227.3 provided that where an employee's contract provided for paid vacation time, the employer must pay the employee for all vested vacation wages earned and unpaid promptly upon termination or resignation.
- 74. Defendants have failed and refused, and continue to fail and refuse, to pay Plaintiffs and Class Members who have resigned or were terminated their wages for their remaining vested vacation benefits.

75. As a result, Defendants are liable to Plaintiffs and Class Members for amounts provided by California Labor Code section 227.3 according to proof.

EIGHTH CAUSE OF ACTION

UNFAIR BUSINESS PRACTICES

(BUSINESS & PROFESSIONS CODE SECTION 17200 ET SEQ.)

- 76. The preceding paragraphs of this Complaint are re-alleged and incorporated by reference.
- 77. Plaintiffs, on behalf of themselves and others similarly situated, bring this claim pursuant to Business & Professions Code section 17200 *et seq*. The conduct of Defendants, as alleged in this Complaint, has been and continues to be unfair, unlawful, and harmful to the Plaintiffs and general public. Plaintiffs seek to enforce important rights affecting the public pursuant to Code of Civil Procedure section 1021.5.
- 78. Plaintiff Ho and Plaintiff Nguyen are "persons" within the meaning of Business and Professions Code section 17204, have suffered injury, and therefore have standing to bring this action for injunctive relief, restitution, and other equitable relief.
- 79. California wage and hour law express fundamental and important public policies of this state. Paying employees for all time worked and providing them with proper meal and rest breaks are fundamental public policies of California. The Labor Code states that it is the public policy of California to ardently enforce minimum labor standards, to ensure that employees are not required or permitted to work under substandard and unlawful conditions, and to protect law abiding employers and their employees from competitors who lower costs to themselves by failing to comply with the minimal labor standards.
- 80. Throughout the relevant liability period as alleged herein, through his conduct, Defendants have violated California labor laws and public policies, and have engaged in unlawful and unfair business practices in violation of Business and Professions Code section 17200 et seq., which have deprived Plaintiffs and Class Members of the rights, benefits and privileges guaranteed under the law. By and through the unfair and unlawful business practices described

herein, Defendants have obtained valuable property, money, and services from the Plaintiffs while depriving Plaintiffs of rights and benefits guaranteed to Plaintiffs by law. Defendants have derived numerous benefits from these unlawful practices and are able to unfairly compete against competitors who comply with the law.

- 81. Defendants have engaged in unlawful business acts and practices by violating California law, including but not limited to, sections 201, 202, 226, 226.7, 227.3, 510, 512, 1174, 1194, and 1198 of the California Labor Code and Title 8 California Code of Regulations section 11040.
- 82. Under the provisions of the section 17203 of the California Business and Professions Code, Plaintiffs and each Class Member should receive restitution for Defendants' failure to pay overtime wages, failure to provide adequate meal and rest periods, failure to provide wages earned and unpaid promptly upon termination or resignation, and failure to pay all vested vacation in a sum according to proof for the period of time from the four years preceding the filing of the Complaint to date.
- 83. As a result of Defendants' violations of the Unfair Competition Law,
 Defendants have unjustly enriched themselves at the expense of Plaintiffs, Class Members, and
 the general public.
- 84. To prevent this unjust enrichment, Defendant should be required to make restitution to Plaintiffs and Class Members, as identified in this Complaint (and as will be identified through discovery into Defendants' books and records), for the period of time from the four years preceding the filing of the Complaint to date.
- 85. Plaintiffs also request that the Court enter such orders or judgments as may be necessary to restore to any person in interest any money that may have been acquired by means of such unfair practices, as provided in section 17203 of the California Business and Professions Code.
- 86. All the acts describe herein as violations of the Labor Code and Industrial Welfare Commission Wage Order are unlawful and in violation of public policy. Thereby,

Defendants' actions constitute unfair and unlawful business practices in violation of section 17200 et seq.

87. As the proximate result of Defendants' conduct, as alleged in this Complaint,
Plaintiffs and Class Members have been damaged in a sum to be proven at trial and attorneys' fees
and costs under Code of Civil Procedure section 1021.5.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff Ho and Plaintiff Nguyen, on behalf of themselves and on behalf of all others similarly situated, pray for entry of judgment in favor of Plaintiffs and members of the Plaintiff Class against PHP GROUP, INCORPORATED; PHP INSURANCE SERVICE, INCORPORATED; and TRUNG TRAN on all Claims for Relief. In particular, the Plaintiffs pray for the following relief:

- 1. For the relief described above for each Cause of Action;
- 2. For attorneys' fees and costs of suit;
- For special damages to the extent permitted by law, including, but not limited to, pursuant to California Code of Civil Procedure section 1021.5, and California Labor Code section 218.6.
- 4. For interest on all sums from the date the sums were due;
- 5. For any Cause of Action for which illegal conduct resulted in the failure to pay for all hours worked, for the non-payment of applicable overtime, for the recovery of wages and statutory civil penalties and liquidated damages in amounts according to proof at trial;
- 6. For the Court to determine for Causes of Action 1 through 8:
 - a. That the causes of actions may be maintained as a class action with named Plaintiff
 Ho and named Plaintiff Nguyen appointed as class representatives;
 - b. That the attorneys for Plaintiffs be designated as Class Counsel;
 - c. That the Plaintiffs be awarded compensatory and liquidated damages, as applicable for each cause of action in amounts to proof at trial, with interest thereon;

- d. That the Plaintiffs be awarded civil penalties as provided by the California Code of Civil Procedure and California Labor Code; and
- e. That the Plaintiffs be awarded all remedies provided by the California Labor Code; California Code of Civil Procedure; California Business and Professions Code; California Civil Code and common law violations described in each cause of action.

First Cause of Action

- For compensatory damages in an amount according to proof at time of trial representing
 the amount of unpaid balance of minimum wage and/or overtime compensation owed to
 Plaintiffs and Class Members for a period of time from four years prior to the filing of the
 Complaint to the date of filing the motion for class certification.
- For interest calculated according to law on any minimum wage and/or overtime
 compensation due from day such amounts were due for the period of time from four years
 prior to the filing of the complaint to date.
- 3. For reasonable attorney's fees and costs of bringing this suit pursuant to §1194(a) of the Labor Code.
- 4. For liquidated damages as available under California Labor Code sections 1194 and 1194.2.

Second Cause of Action

- For compensatory damages in an amount according to proof at time of trial representing one (1) hour of wages at their regular rates of pay for each work day a proper rest period was not provided.
- 2. For interest calculated according to law on any damages awarded for each work day a proper rest period was not provided.

Third Cause of Action

1. For compensatory damages in an amount according to proof at time of trial representing the amount of one hour of additional pay at the regular rate of compensation for each

workday that the full and uninterrupted meal periods were not provided pursuant to Labor Code section 226.7(b) for a period of time from four years prior to the filing of the Complaint to the date of filing the motion for class certification.

2. For interest calculated according to law on any damages awarded for each workday that the full and uninterrupted meal periods were not provided.

Fourth Cause of Action

- For civil penalties for the failure to maintain accurate payroll records for Plaintiffs as required by California Labor Code section 1174 (d) and Title 8 California Code of Regulations section 11040.
- 2. For compensatory damages in an amount according to proof at time of trial for not providing accurate itemized wage statements to Plaintiffs and Class Members for the period of time from three years prior to the filing of the Complaint to the date of filing the motion for class certification.
- 3. For reasonable attorney's fees and costs of bringing this suit.

Fifth Cause of Action

- 1. For civil penalties for the failure to provide itemized wage statements as required by California Labor Code section 226(e) which provides the amounts of the greater of all actual damages or \$50 for the initial violation and \$100 for each subsequent violation, up to a maximum of \$4,000.
- 2. For reasonable attorney's fees and costs of bringing this suit.

Sixth Cause of Action

1. For compensatory damages for a period of up to thirty days according to proof at time of trial for continuing-wages liability pursuant to section 203 of the California Labor Code for the period of time from four years prior to the filing of the Complaint to date.

Seventh Cause of Action

 For compensatory and equitable damages according to proof for the failure to provide wages to employees for the remaining vested vacation benefits upon termination or resignation.

Eighth Cause of Action

- 1. For an order requiring Defendants to show cause, if any, why it should not be enjoined, as set forth herein above, during and after the pendency of this action.
- 2. For an order from the Court to temporarily, preliminarily, and permanently enjoin PHP GROUP, INC., PHP INSURANCE SERVICE, INC., and TRUNG TRAN and all persons or entities acting in concert with them, whether directly or indirectly, from engaging in the any of the illegal conduct alleged herein.
- 3. For an order from the Court to temporarily, preliminarily, and permanently enjoin PHP GROUP, INC., PHP INSURANCE SERVICE, INC., and TRUNG TRAN and all persons or entities acting in concert with them, whether directly or indirectly, to account for and pay to Plaintiffs and the Class Members all gains, profits, and savings derived from their illegal conduct.
- 4. For an order that Defendants pay restitution of sums to Plaintiff and to each Class Members for Defendants' past failure to pay minimum wage and/or overtime wages in an amount according to proof, for the period of time from the four years prior to the filing of the Complaint to the date of filing of motion for class certification.
- 5. For an order that Defendants pay restitution of sums to Plaintiff and to each Class Member for Defendants' past failure to provide accurate itemized wage statements and to keep payroll records in violation of section 17200 et seq., in an amount according to proof, for the period of time from the four years prior to the filing of the Complaint to the date of filing of motion for class certification.
- 6. For an order that Defendants pay restitution to Plaintiffs and to each Class Member for Defendants' past failure to provide adequate rest and meal periods in violation of section 17200 *et seq.*, in an amount according to proof, for the period of time

from the four years prior to the filing of the Complaint to the date of filing of motion for class certification.

7. For an order that the Defendants pay attorneys' fee and all other costs of the action incurred by Plaintiff and the Plaintiff Class.

As to all other Causes of Action:

1. For such other and further relief as this Court may deem fit and proper.

DATED: November 16, 2012

Respectfully Submitted,

Michael J. Jaurigue

JAURIGUE LAW GROUP

Attorney for Plaintiffs

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		CM-010
ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Ba Michael J. Jaurigue	r number, and address):	FOR COURT USE ONLY
Jaurigue Law Group		
2092 Concourse Drive # 25		
San Jose, CA 95125	100 221 0576	The state of the s
TELEPHONE NO.: 408.321.8511 ATTORNEY FOR (Name): Huong Ho and Kevi	FAX NO.: 408.321.8556	
SUPERIOR COURT OF CALIFORNIA, COUNTY OF S		2017 MOV 10 P U: 58
STREET ADDRESS: 191 N. First Street	anta Clara	3817 NOA TO H A: 20
MAILING ADDRESS: 191 N. First Street		
city and zip code: San Jose, CA 95113		party V New Carol Cost
BRANCH NAME: Downtown Superior		\$25 to \$25 to \$25 to \$45 to \$4
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Ho and Nguyen vs. PHP Group, Inc	et al	
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exceeds \$25,000) \$25,000 or less)	(Cal. Rules of Court, rule 3.402	
	ow must be completed (see instructions	
1. Check one box below for the case type that best describes this case:		
Auto Tort	Contract	Provisionally Complex Civil Litigation
Auto (22)	Breach of contract/warranty (06)	(Cal. Rules of Court, rules 3.400-3.403)
Uninsured motorist (46)	Rule 3.740 collections (09)	Antitrust/Trade regulation (03)
Other PI/PD/WD (Personal Injury/Property	Other collections (09)	Construction defect (10)
Damage/Wrongful Death) Tort	Insurance coverage (18)	Mass tort (40)
Asbestos (04)	Other contract (37)	Securities litigation (28)
Product liability (24)	Real Property	Environmental/Toxic tort (30)
Medical malpractice (45)	Eminent domain/Inverse	` '
Other PI/PD/WD (23)	condemnation (14)	Insurance coverage claims arising from the above listed provisionally complex case
Non-PI/PD/WD (Other) Tort	Wrongful eviction (33)	types (41)
Business tort/unfair business practice (07)	Other real property (26)	Enforcement of Judgment
Civil rights (08)	Unlawful Detainer	Enforcement of judgment (20)
Defamation (13)	Commercial (31)	Miscellaneous Civil Complaint
Fraud (16)	Residential (32)	RICO (27)
Intellectual property (19)	Drugs (38)	
Professional negligence (25)	Judicial Review	Other complaint (not specified above) (42)
Other non-PI/PD/WD tort (35)	Asset forfeiture (05)	Miscellaneous Civil Petition
Employment	Petition re: arbitration award (11)	Partnership and corporate governance (21)
Wrongful termination (36)	Writ of mandate (02)	Other petition (not specified above) (43)
✓ Other employment (15)	Other judicial review (39)	
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factors requiring exceptional judicial manage	iex didei fale 5.400 bi the California Ki lement:	ules of Court. If the case is complex, mark the
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Remedies sought (check all that apply): a.[✓ monetary b. ✓ nonmonetary; of	declaratory or injunctive relief c. v punitive
4. Number of causes of action (specify): 8	, —	, , , , , , , , , , , , , , , , , , , ,
5. This case 🚺 is 🔲 is not a class	action suit.	
6. If there are any known related cases, file ar		may use form CM-015)
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Date: 11/16/2012 Michael J. Jaurigue	▶ 21/2 -	1 1 1 / 1/1
(TYPE OR PRINT NAME)		ald James NC
(TIPE OR PRINT NAME)	NOTICE (S	IGNATURE OF ARTY OR ATTOKNEY FOR PARTY)
Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed		
under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result		
in sanctions.		
• File this cover sheet in addition to any cover sheet required by local court rule.		
 If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding. 		
 Unless this is a collections case under rule 3.740 or a complex case, this cover sheet will be used for statistical purposes only. 		
Page 1 of 2		